

**St. Croix County
Health and Human Services Department
Aging and Disability Resource Center**

Complaint and Grievance Policy/Procedures

Effective Date: August 1, 2008

State Approved Date: October 24, 2008

Policy:

It is the policy of the ADRC of St. Croix County that people have the right to register a complaint or grievance and/or to exercise their due process rights without fear or reprisal. In fact the Aging and Disability Resource Center encourages that all consumers of our service inform us if they do not receive the level or quality of service that meets their needs. Whenever possible, the Resource Center will encourage people to resolve complaints and grievances through the internal informal complaint and grievance process. The Resource Center also recognizes that the internal informal process may not be the desired or most effective for all individuals and will readily provide information about the external formal process and the availability of external advocacy. The Resource Center will cooperate with a review by an external advocacy organization in processing a complaint or grievance.

Procedure:

If an individual receiving service from the Aging and Disability Resource Center has a complaint about the service provided by Resource Center staff or other service systems, the Resource Center will advise accordingly:

1. If the complaint is regarding another service system, the Resource Center staff will provide information about individual's rights and how to resolve the complaint through both formal and informal processes and assist in determining which process is most appropriate for resolving the person's specific concern. If the individual wishes more assistance in the complaint/grievance process, the Aging and Disability Specialist will determine whether the individual could best be served during this process by the Specialist or to be referred to a Benefit Specialist or legal assistance agency for assistance.
2. If the complaint is regarding services received through the Resource Center, the individual will be advised as to the informal and formal processes for complaint and grievance resolution, including both internal and external avenues of resolution, as follows:

Informal Internal Complaint and Grievance Resolution

If an individual has a complaint stemming from service received through the Resource Center, the matter will be referred to the ADRC Manager. The ADRC Manager will have three business days to respond to the complaint. The response to the complaint will be provided in the format in which the complaint was filed (oral complaint – oral response, written complaint – written response) unless the resolution is adverse to the individual.

Formal Internal Complaint & Grievance Resolution

If an individual is not satisfied with the informal resolution or elects to use the formal resolution process, they may submit in writing to the Aging and Disability Resource Center Manager their complaint. The Manager will provide a written response to the individual within 10 business days. The written response will always provide the individual with the option to have their complaint presented to the Council on Aging and Disabilities for their review if the individual is not satisfied with the Resource Center's Response. The complaint would be reviewed at the next regularly scheduled Council meeting or an emergency meeting could be scheduled if the complaint circumstances required a more immediate response. (Council on Aging and Disabilities meets monthly.) The decision regarding an emergency meeting is the responsibility of the Council Chair.

Formal External Complaint and Grievance Resolution

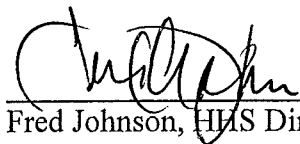
Resource Center staff will provide every individual with information and the option to pursue resolution through the external process including referral to an external advocate. Resource Center staff will provide information on how to access the external process including providing the forms to file the complaint and arranging appointments with the external advocate if the individual so desires.

Notification of Decision

As previously stated if the complaint is formal, the Resource Center decision will be conveyed in the same mode as the complaint was filed unless the decision is adverse to the individual. However, all notifications, written or oral, will include:

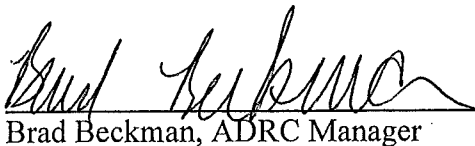
1. the decision made
2. name of the contact person at the Resource Center for complaints and grievances
3. date the decision was reached
4. summary of the steps taken on behalf of the person to resolve the issue
5. explanation that if the person disagrees with the decision, he/she has a right to a Department review, or to a State Fair Hearing Process when applicable under the definitions of the Resource Center contract
6. how to file for review by the Department and through the State Fair Hearing process

Approved by:



Fred Johnson, HHS Director

8/1/08
Date



Brad Beckman, ADRC Manager

8-1-08
Date

Revised: October 2, 2008